



April 23, 2020

To Family Members and Friends:

We are happy to report we have made it another week **without** any confirmed COVID positives in our facility. There are really no changes to how we are operating this week as it relates to the coronavirus. Below are a few updates to keep you informed as we promised.

- **Safekeeping App** – Safekeeping is a Family Communications Manager application that puts updates and care information of your loved one on your smartphones and tablets. This is a free service to our families and a valuable communication tool. It is fully HIPAA compliant allowing your loved one’s health information to remain secure. We have attached a release form for you to sign up. You can return the signed release in the mail or take a picture of the signed form and email the form to RiverTerrace.CLD@imgcares.com to expedite joining this service. If you are already a safekeeping app user, no further action is required. If you are not currently enrolled as a user, you will receive an invitation from Safekeeping. Acceptance of this invitation is required to utilize the Safekeeping app. The invitations will **only** be sent to the first point of contact listed on your loved one’s face sheet. The emergency contact will be responsible for sharing the app or any information provided by the app to other family members. We are only legally allowed to communicate with the emergency contact for our Residents. Moving forward we will use this application as our primary form of communication for COVID updates, changes or notification instead of mailing weekly letters. If you choose not to utilize the Safekeeping app, letters will continue to be mailed to you. All letters are available on the facility website to view as well.
- **Help Flatten the Curve** – The Centers for Disease Control (CDC) provides education and guidance on how we can all work together to prevent the spread of respiratory diseases like COVID-19. When in public (grocery store, pharmacy, doctor, etc.), wear a cloth face covering over your mouth. Wash your hands often with soap and water for at least 20 seconds. Clean and disinfect frequently touched objects and surfaces. Practice social distancing allowing 6 ft. in between yourself and others. Avoid touching your eyes, nose and mouth. Avoid close contact with people who are sick. Cover your cough or sneeze with a tissue, then throw the tissue in the trash. Stay home when you get sick, except to get medical care. Let’s all do our part to stop the spread of the coronavirus in hopes we can begin to lessen restrictions and plan for our “new normal.”
- **Care and Safety are our Priority** - Infection control protocols evolve and change, sometimes daily, and we are always following the CDC and local and state departments of health recommendations to ensure your loved one is protected as much as possible. We welcome you to continue connecting with your loved one through window visits, calls, texts, ecards, video chats or social media. Reach out to the facility anytime with concerns or questions you may have related to COVID-19.

Thank you for your continued support during this time of uncertainty. We remain committed to our mission of Residents First, Employees Always as we stay [#RiverTerraceStrong!](#)

At Your Service,

Alicia Bauer , Administrator